

## Yosri GHACHEM

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## GROUP OPERATIONS MANAGER

### MAIN ACHIEVEMENTS

- Implementing of International standards ISO: 9001 & 22000 relating respectively to Quality Management, and Food Safety Management.
- Achieving Awards and certifications from Cristal Organization "Check safety first": Food check, Room Check, Dine Check, Aqua Check, Pool Check, Fire check & SPA Check.
- Achieving the "Travelife" Award: improvement of hotel's social, economic and environmental impacts.
- Improving the quality of service and reducing customer's complaints → better customers' loyalty, and better hotel ranking on Trip advisor, Holiday check,...
- Implementing of HACCP System, Health & Safety procedures.
- Implementing and auditing of quality standards for all the hotel departments.
- Improving environmental practices: wastes sorting and management, and energy saving...
- Elaborating of kitchen, Restaurant and Bar plans according to the "Marche en Avant" principle.
- Reducing of expenses and better and rational use of Human, material and financial resources: hence the increasing in net profit.
- Improving hotel ranking in Booking.com and other traveler's web sites.

### CAREER HISTORY

- November 2018 – Nowadays:  
**Group Operations Manager**  
**Snood Hotels** – Makkah Mukaramah / Saudi Arabia  
A local brand with 4 Hotels in Umrah season and 15 Hotels In Hajj season  
- Experience in religious tourism : Umrah and Hajj (International and local guests).  
- Experience in hotels pre-opening
- January 2018 – September 2018 :  
**Free-lance trainer**  
Training / audit for hotels and restaurants ( Quality standards / Quality Management / ISO 9001 ) / Tunisia
- August 2017 – November 2017 :  
**Hotel Manager**  
**Le Soleil Bella vista 4\*\*\*\*** - Monastir / Tunisia  
Hotel Capacity: 1100 Beds.
- November 2016 – August 2017 :  
**Hotel Manager**  
**Caribbean World Hotel 4\*\*\*\*** - Monastir / Tunisia  
Hotel Capacity: 628 Beds.
- October 2015 - November 2016:  
**Executive Assistant Manager**  
Royal Kenz Hotel Thalasso & SPA 4\*\*\*\* - Sousse / Tunisia  
TUI Hotels & Resorts (Affiliate: Magic Hotels & Resorts North Africa)  
Hotel Capacity: 940 beds - Platinum Concept.
- January 2015 - September 2015 :  
**Executive Assistant Manager**  
Skanes Family Resort 4\*\*\*\* - Monastir / Tunisia  
TUI Hotels & Resorts (Affiliate: Magic Hotels & Resorts North Africa)  
Hotel capacity: 1200 beds – Family Concept.

- February 2011 – July 2014:  
**Executive Assistant Manager in charge of quality**  
(Operating with the same administrative position: Quality Assurance Manager).  
Marhaba Resorts 4\*\*\*\* – Sousse / Tunisia.  
Hotels capacity: 1470 beds.
- September 2009 – July 2010:  
**Quality Management Professor.**  
Higher and professional Institute of Tourism - Sousse.  
*Belonging to the Tunisian Tourism Office.*
- March 2005 – January 2011:  
**Quality Assurance Manager.**  
Marhaba Resorts 4\*\*\*\* – Sousse / Tunisia.
- July 2000 – February 2005:  
**Internal Auditor**  
Marhaba Resorts 4\*\*\*\* – Sousse / Tunisia.

## **TRAININGS, INTERNSHIPS & ACADEMIC QUALIFICATIONS**

### **TRAININGS:**

- **F&B**
  - Food & beverage concept: All-inclusive formula.
  - Bars & pubs: organization & control.
  - Banquets organization in all-inclusive formula.
  - Buffet decoration technics.
  - Cooking technics.
  - English meals.
  - Buffet presentation & decoration.
  - Breakfast Menu: conception & production.
  - Dietetic foods.
  - Tunisian meals.
  - Italian meals and fresh pasta.
  - Pastries, cookies & croissants works.
  - Butchering works.
- **HSE & ISO Standards**
  - Hygiene practice's guide in hotels.
  - HACCP: Food safety and hygiene in hotels.
  - HACCP auditor training.
  - Cleaning and disinfection.
  - The Quality management system: ISO 9001.
  - The implementation of ISO 22000, Food security system.
  - Internal Auditor training in food safety: ISO 22000.
  - ISO 14001: Environmental Management System.
  - OHSAS 18001: Health and Safety management system.
  - Safety and security in hotels: Plan to fight against terrorism.
- **Maintenance & Environment**
  - Energy saving in hotel sector.
  - Maintenance management in hotels.
  - Maintenance of plants, gardens, and planting technics.

- **Languages** : Preliminary professional levels
  - Russian Language
  - German Language
- **Generalities**
  - English tour operator's standards FTO: Health and Safety 2007.
  - E - Tourism & internet sales.
  - Claims management and Customer's satisfaction.
  - Role and function of housekeeping's staff
  - Communication technics in accommodation department: Housekeeping - Reception.
  - Practical and efficient audit for cash and general expenses.
  - NLP: Neuro Linguistic Program.
  - Microsoft Excel: level 2.

#### INTERNSHIP:

February 2001 – March 2001: Internship in Imperial Marhaba Hotel 5\*\*\*\*\*.

#### ACADEMIC QUALIFICATIONS:

- 2000: Master degree in Management.  
Memory graduation: Measuring of The quality of services in hotel sector.  
Training in: Tour Khalef Hotel in Sousse \*\*\*\*.
- 1996: Bachelor degree in Experimental sciences.

#### **LANGUAGES**

- Arab
- French
- English

#### **PERSONAL SKILLS**

Service orientated Responsiveness - Field person - Problem solving - Creative mindset - Well organised – Energetic - Self-control - Dynamic – Challenger - Leadership skills - Staff motivator.